

The BUStop

MAKING THE CONNECTION

FEATURED ARTICLE

THE BUS DIVISION BUSINESS PLAN

How many of you have ever seen the BUS Division Business Plan, let alone understand why we bother to do one every year? Well, here is a little insight that might shed some light.

The Business Plan tells us how we are progressing in terms of our desired direction - where we've been and where we're going and how we plan to get there. According to Tom Short, (BUS-DO), "the BUS Division Plan serves several purposes:

- Communicates a plan for BUS Division to Laboratory employees and external organizations, such as the Advisory Committee, other national laboratories, and DOE;
- Identifies resources, products and services (how, why, what kind of business we do);
- Communicates actions we are planning in the future (including goals, objectives, and target dates); and
- Serves as a historical resource document (budget levels, initiatives, etc.)."

The most recent BUS Division Business Plan has emphasis on Human Resources (HR), diversity levels, re-engineering



aspects, and award programs. "Reading the plan can help employees understand what's going on across the Division," says Tom. "These days, it's very important to know and understand the value we are contributing to the Lab."

Because the BUS Division Business Plan is viewed as a working document, feedback is encouraged and welcomed. For a copy of the plan, or for further information please contact BUS-DO at 7-3848.

LAB WIDE/DIVISION AWARD PROGRAM

AWARD PROGRAM UPDATE

The *big* news this month is that *contractors will soon be included in the Award Program*. Bennie Gonzales (BUS-8), Program Chairperson, tells us, "When the Program administrators got feedback that employees were concerned that

contractors had been excluded from the program, it became our number 1 priority to rectify." Bennie says, "HR went to DOE regarding the contractor issue. Frank Gonzales in HR has been particularly helpful in moving these issues to the right people within DOE." Currently, the Lab's proposal to include contractors in the Award Program is being reviewed by DOE. Bennie is hoping that approval will come in the next few months.

Nominations are due the first workday of each month. If you would like to nominate someone, please contact your Award Program representative for assistance. Please note that there will not be an Award Call in September due to year-end closing activities. Here are the winners for May and June:

BUS-1 - Anna Lisa Cisneros - Lisa developed an on-line domestic travel form which reduces the amount of effort required by Claims Processors in processing travel reimbursement requests. The new process is available Lab-wide to Lab employees.

BUS-2 - Ruth Ann Neal - Ruth Ann is being credited for almost single handily ensuring the Energy Research Budget submission was completed on time. With the unexpected absence of two key analysts in

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the LANSCE Program office, Ruth Ann performed her regular job along with submitting the LER budget request 10 days before the deadline. In addition, Ruth Ann was able to improve the submission process by getting DOE/ALO to lessen submission requirements. This added up to substantial time/cost savings to our technical customers.

BUS-4 - X-Ray Team:

James Campbell

Freddy Garcia

Debra Graves

Rudy Herrera

John Maestas

Robert Travis

Chris Trujillo - The team took it upon themselves to respond to a Lab-Wide audit finding that found that potentially dangerous packages could be shipped to Lab facilities. The team set up a process to centralize this activity in the warehouse, thus ensuring that redundant (and therefore costly) processes were not set up throughout the Lab.

BUS-4 - Thomas Moxley -

UGS student Thomas Moxley brings little attention to himself and the tremendous efforts that he has put forth to support BUS-4. Tom's unassuming nature resulted in BUS-4 team members recognizing Tom's involvement in the resolution of a significant number of BUS-4 issues, a majority of which were not within the scope of his regular job responsibilities. Carol Smith, BUS-4 Group Leader stated: "We found that Tom was at times performing what we estimated to be 20 percent of the workload of a 15-member team."

BUS-5 - CQI Partnering

Initiative Team:

Terry Conner

Keith Pallesen

Linda L. Baker - The Team developed a Partnering Guide to minimize the often adversarial contract relationships that develop between contractors and the contracting organization. The Guide establishes methods for developing sound Partnering agreements with contractors. The quality, completeness, and value of the resulted in DOE selecting it above other professional publications for use at other DOE facilities and as a DOE standard.

BUS-4 - Transportation

Team:

Scott Allen

J.M. (Jackie) Bustamante

Tim Cash

Catherine Moya

George Powell - This team is being recognized for their *safety* related activities in assisting the Laboratory to maintain a high level of safety and awareness in the handling, packaging, marking, and shipment of dangerous materials.

BUS-5 - Consultant Team

John Hernandez

Anya Gonzales

Jan Frensdorf - The

Consultant CQI team has made *significant* improvements in the time, effort, and cost associated with processing consultant agreements. For instance, where it once took 30 days to bring a fee-paid consultant on-board, it now takes 3 days. Customers that once condemned the process have

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praised the team's accomplishments.

BUS-7 - Josephine Caffrey -

Josephine is being recognized for her extensive efforts in the development and implementation of a computer training course for BUS managers. As a result of her work, the computer proficiency of BUS managers has increased tremendously. BUS managers have repeatedly praised Josephine's efforts because she has provided instruction on accessing once inaccessible information to help them manage in a more effective and efficient manner.

provided by - Bennie Gonzales, BUS-8

DIVISION UPDATES



Introducing: THE ELECTRONIC INVOICE APPROVAL SYSTEM

Have you ever waited for a letter to come in the mail? BUS-1, Accounts Payable, will no longer have to wait for buyer and requester approval on invoices because of the mail, with the introduction of the Electronic Invoice Approval System.

Accounts Payable will be able to send certain types of invoices out electronically to buyers and requesters for review and approval for payment when using the new Electronic Invoice Approval System. The buyer and/or requester will be notified by e-mail that they have an invoice that needs approval.

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Electronic Invoice Approval System users will view invoices from either a PC or Macintosh desktop computer and approve or disapprove the invoice for payment electronically using this new system.

Accounts Payable will start using the system with a limited number of buyers and requesters in a pilot stage the first part of August. After a brief pilot stage the system will be expanded to the entire Laboratory. In August watch for notices on training times and implementation schedule for the Electronic Invoice Approval System. If you have any questions, please call BUS-7 and speak with Marty Hughes 7-3614, Pat McDonnell 7-6436 or Debra Bilberry 5-1444.

provided by - Debra Bilberry, BUS-7



PURCHASE CARD PROGRAM CHANGES

The Laboratory's Purchase Card Program is changing. The Laboratory's Purchase Card is a government-issued VISA credit card used for purchasing material not available through the Laboratory's Just-In-Time (JIT) contracts. The Purchase Card Program is recommended in lieu of small purchase reimbursements and small dollar purchase orders. *The part of the Purchase Card Program that is changing July 18 is the way the monthly reconciliation process will be done.* Instead of doing the monthly reconciliation process manually, cardholders and approvers will be able to go into

the new lab wide system called PCS, Purchase Card System and reconcile their monthly statement on-line.

The PCS runs on both the PC and Macintosh platforms. The PCS user must have a smartcard or ICN password to access the system. Cardholders or approvers in the Purchase Card Program that do not have either a smartcard or ICN password need to contact the ICN Password Office at 665-1805. PCS users must have access to either a PC with a minimum of a 486 SX Processor, 20MB Disk Space and 16MB RAM or a Macintosh with a 68030 or higher Processor, 15MB Disk Space and 24MB RAM. If the cardholder or approver is planning to buy a new computer, please check the Information Architecture web site

(<http://www.lanl.gov/projects/ia/stds/ia550810.html>) for LANL standards for new computer hardware requirements to assure that the new computer purchased will meet future computing needs as other lab-wide applications are deployed.

If you have any questions about the Purchase Card System please call Debra Bilberry at 665-1444.

provided by - Debra Bilberry, BUS-7



NEW TRAVEL SYSTEM

Faced with an increasing work load and reducing staff, Travel (BUS-1), was the driving force behind a new Travel System

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that will make the travel reimbursement process more efficient. The project team for the Travel System is headed up by Doris Bryant for CIC-13. This project is a collaborative effort between BUS-1, BUS-7 and a number of groups in CIC Division.

Beginning in August, the new Travel System will be on-line and ready for travelers to use from their desktop computer. Travelers will be able to enter expense reports in a friendly, graphical user interface (gui) environment. The new Travel System will provide many system edits and on-line help to assist travelers in preparing their expense reports on-line. The Internal Revenue Service requires that travel receipts be submitted with a signed expense report, so the Travel System will generate the required report and the traveler will sign it, attach all receipts and forward it to the Travel Office.

The new system will accommodate trip pre-approvals with a trip cost estimate. If a trip pre-approval is not obtained or the cost estimate is exceeded, a trip post-approval is required by the traveler's manager.

Cost and time savings will be realized with the majority of the audit functions being automated in the new Travel System. When the Travel System goes into production on August 2nd, the old TRIPS system will be eliminated. The only way to submit a travel reimbursement will be through the new Travel System.

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The new Travel System can be accessed from any site that can connect to the Lab's computer infrastructure using an ICN password or a smartcard. LANL travelers using the Travel System must have access to either a PC with a minimum of 486 SX Processor, 20MB Disk Space and 16MB Ram or a Macintosh with a 68030 or higher processor, 15MB Disk Space and 24MB RAM.

If you have any questions about the new Travel System, please call Debra Bilberry, at 665-1444.

*provided by - Debra Bilberry,
BUS-7*

WE CAUGHT YOU DOING SOMETHING RIGHT

BUS-1 and BUS-2 VOC Training and Interviews with DOE-AL

At the instigation of Betsy Janney (BUS-2) and Ron Butters (BUS-1), the Quality Support Office recently conducted Voice of the Customer/Stakeholder Training with DOE-AL Budget and Finance customers (BRMD, AFSC, STTD, MRD, etc.). Immediately following the training, BUS personnel interviewed their DOE counterparts. Customer comments have been compiled and sorted into themes, resulting in an importance/satisfaction survey now in progress. Results from the survey will be represented in an Opportunity Map and will provide the direction for future improvement opportunities. Comments included:

- "This exercise is a good example of LANL's willingness to partner with DOE."

- "Great performance is providing the information requested, on time in the requested format."

- "There has been a vast improvement in communication over the past 2 years."

- "BUS is more customer focused under Allan Johnston."

DOE also commented on how BUS VOC efforts really speak to new Appendix F requirements to obtain customer feedback. This is the first effort in what should become a continuous process of listening to our stakeholders as well as customers, both internal and external.

Way to go BUS-1 and BUS-2!

BUSHELP@LANL.GOV

Have you ever had the urge to complain, suggest, or vent about work-related issues? Do you have something you want to get off your chest, a burning issue, or a question you want to ask, but you're afraid it'll drop into some black hole? Wouldn't it be neat if you could send an e-mail to someone who would actually take responsibility for DOING something with your message? If there were such a thing would you use it? Well, the capability exists right now to do just that! We are currently piloting an automated process of issues management called REMEDY. All of the "issues" are assigned to an issue coordinator (there is one in every BUS group) and are tracked through to

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resolution. The REMEDY system will continue to "remind" issue coordinators until an issue is officially closed/resolved.

So, if you have concerns, complaints, or suggestions, about BUS-related topics such as *Travel, Accounting, Shipping, Receiving, Transportation, JIT, Gas Facility, Procurement, Property, Vehicles, MSS, or Packaging*, please e-mail **BUSHELP@LANL.GOV**. We'll let you know what kind of response and issues are received in the September issue of BUStop.

*provided by - Jan Frensdorf,
BUS-DO/QSO*

DILBERT

